

(11)Publication number : 2000-215204  
(43)Date of publication of application : 04.08.2000

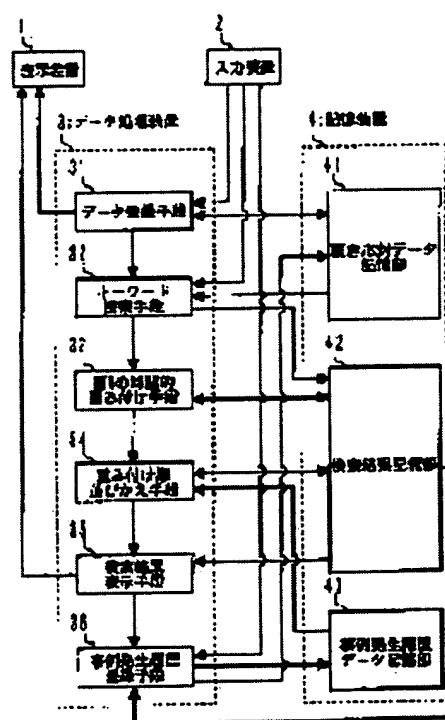
G06F 17/30

(71)Applicant : NEC CORP

(72)Inventor : KATO MOTOAKI

(57)Abstract:

**SOLUTION:** The system is provided with a data registering means 31 for registering data corresponding to customers in a customer correspondence data storing part 41, a keyword retrieving means 32 for retrieving event data including a keyword from the storing part 41 and storing a list of retrieved event numbers in a retrieved result storing part 42, a temporal weighting means for reading out and retrieving the history of each event from an event generation history data storing part 43, totalizing the weight of a section including an event generation date in each event and storing the totalized weight in the storing part 42 as a temporal weight value, and a rearranging means for reading out a retrieving event list, rearranging events in accordance with the order of time-wise weight and storing the rearranged result in the storing part 42 again. The system is provided also with a retrieved result displaying means 35 for displaying a list of retrieved results and an event generation history registering means 36 for adding the event number and generation date of the event concerned out of these displayed events in an event correspondence history data storing part 44 as history.



**BEST AVAILABLE COPY**